

UNDP's Response to Proposers' Question
RFP/UNDP/ASD/018/2014 for Project Assets Review – Round 1 (UPDATED in YELLOW)

1. "Could you please share your current Adobe Experience Manager infrastructure architecture (with versions of webserver, OS, dispatcher, jdk, app server)? Please provide confirmation on your intent to leverage any other Adobe products (e.g. Adobe Social, Forms, Analytics, Target, and third party integrations)."

See Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for AEM infrastructure architecture. We are not using any other components except for DAM or workflows but may consider their implementation in the future. In terms of third-party integration we are using Brightcove video hosting platform and its integration with AEM/CQ extensively.

2. Could you please share your current AEM cluster architecture on Author & Publish servers?

Please see the Appendix A (which can be given upon submission of UNDP NDA, attached in the RFP) - Current Architecture for the current AEM architecture of the Author and Publisher servers.

3. What customizations exist on Authoring UI (Consoles, Sidekick or other)?

We have customizations that involve the use custom menus in admin environment, custom workflows and multiple customized components.

4. Are there any overlayed components (any components that are copied from /libs to /apps and overridden)?

Yes, we have overlayed components.

5. Could you please provide a list of components/templates (with details on any third-party APIs used in them)??

That would be really long one, we will elaborate on that part when the vendor is chosen. In terms of third-party integrations - we are using Brightcove, Twitter, Flickr, Facebook integrations which are mainly consume respective REST APIs.

6. Could you please provide a list of Custom OSGi Services (with details on any third-party APIs used in them)?

See answer to Question #5

7. What is your approximate content volume (Pages & Digital assets)? What is the current size of the content across all of your sites?

See Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for approximate content volume and current size of content across all of our sites.

8. What are your current or longer term needs from a content management perspective (concurrent authors, authoring features, touchUI or others)?

All our current and long-term needs described in the TORs. See Section C (which can be given upon submission of UNDP NDA, attached in the RFP) for number of concurrent authors.

9. We assume that the web analytics and any similar Javascript based 3rd party integrations will remain unchanged and will continue to point to where they are currently pointing to. Please confirm.

Yes. But we are open for suggestions from the vendor that could enhance efficiency or effectiveness.

10. Will the vendor be responsible for any code changes/ bug fixes required during the Upgrade?

It depends on the amount of changes and their nature. This will be decided during the initial stage of the migration process and if needed an out-of-scope SOW will be created to outline the changes needed and their nature.

11. As part of Upgrade scope, please confirm whether or not any application redesign or enhancements should be considered along with the AEM Upgrade?

For a future AEM upgrade, we need the vendor to work with Adobe to resolve any product issues (core Adobe AEM classes) and come up with a patch that will solve any issue that affect our application enhancements.

12. Can you please share some of your metrics around site visitors including number unique visitors per month, traffic volume, accessed from geographies or others?"

Please see Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for metrics that detail traffic volume.

13. Is all content authored by editors or are there any content ingestion or feeds involved?

Currently all content is being authored by editors.

14. Is there any authorization/authentication involved on the modules displayed on your public facing sites?

No

15. What are the major issues / limitations with the current implementation and hosting platforms?

There are no major issues / limitations with the current implementation and hosting platform. The vendors involved in supporting the current implementation and hosting platform have provided satisfactory services. The current RFP will address the issue of working with one vendor who is responsible for managing all layers of the technology stack (network, hardware, operating system, and AEM application, performance, maintenance and support) and it excludes the application development and help desk support layers. Application development and help desk support will still be addressed in-house by UNDP.

16. What is the objective in using both LDAP and Active Directory servers?

Please see Appendix A which can be given upon submission of UNDP NDA (attached in the RFP) for the answer to this question.

17. Which translation languages are currently being supported? Are there any current integrations to translation services?

We don't have any integrations to external translation services. Currently we are providing content in multiple languages, such as: English, French, Spanish, Arabic, Russian, Chinese, Japanese, and many more.

18. Are any Search platforms being used?

We are using the built-in Lucene engine that comes with AEM.

19. Do your current sites have any third party integrations for social communities? Will these continue to be used or will AEM social features be leveraged?

We do use social network integrations but on the HTML/Javascript level (Disqus, Facebook, Twitter).

20. What is the total estimated average data/content size that is backed up every day from the production environment?

Please see Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for size of the production environment.

21. Assuming content injector or feeds are needed, what is expected size of data per month required?

We currently do not use content injector or feeds so we cannot estimate the expected size of data per month required.

22. Which major geographic locations that would be accessing the production environment? We would need this information to estimate AWS Cloudfront/CDN cost.

Our visitors that will be accessing the production environment come from all geographic regions of the world. Our estimated break-down of traffic is 25% US / 25% Europe / 20% Asia / 15% Africa and Middle East / 15% South America.

23. Based on page 32, item 6 - ""Create a separate environment for limited duration"" - How long is this environment estimated to be up? We assume this environment is in addition to the 4 primary and 1 DR environment. Is our understanding correct?"

This is to check an invasive updates before rolling out to the live environments. E.g. Invasive OS patches, core system updates, etc. It should exists only for the time you will need to perform all checkups. The separate environment is in addition to the 4 primary and 1 DR environments.

24. Are there any compliance and regulatory requirements we need to account for?

As a UN entity, we are not subject to any national government regulatory or compliance regime.

25. Are any projections/estimates available for bandwidth/traffic coming into the production environment?

Our current data transfer plan for all environments is 500 GB per month and we have not exceeded that amount.

26. What is the horsepower of the servers currently in use (CPU, Memory, Storage)?

Please see Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for the horsepower of the servers currently in use for the production environment.

27. How many load balancers are currently in use and how are they split across the architecture?

Please see Appendix A which can be given upon submission of UNDP NDA (attached in the RFP) for the number of load balancers and how they are split across the architecture.

28. Are the current applications meeting the prescribed SLAs?

The current applications are meeting the prescribed SLAs.

29. How many servers / instances are being used across different environments?

Please see Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for the number of servers being used for the Production Environment. For our development and staging environments, we use a scaled-down version of the production environments and so a total of 3 servers are being used across those 2 environments.

30. Does the current scope of services include L1, L2, L3 and enhancements?"

The current scope of services includes operational support for 24x7 availability and maintenance of the the AEM environment. For any out-of-scope enhancements we have contracted a separate SOW for those type of efforts.

31. Is there an independent QA team to test prior to releasing patches and / or enhancements?

Yes, we do have QA engineer in the team who tests prior to releasing development patches and/or Adobe AEM product enhancements and patches to the environments.

32. Are the current services outsourced or in-house? If outsourced, which percentage services are outsourced?

Our current services are performed by a combination of in-house and outsourced personnel.

33. Is any of the support work currently offshored? If so, what percentage and which services are offshored.

Our in-house personnel are based in New York and in other US cities. The outsourced vendors performing the majority of the tasks are based outside New York and are available during normal New York business hours and after-hours.

34. What SLAs are being applied and are they being measured and reported regularly?

Currently we get weekly New Relic Performance reports that measure the uptime and availability of all of our environments.

35. Are continuous improvement initiatives being applied YoY and what efficiencies are being delivered?

Currently there are no continuous improvement initiatives being applied YOY. We are open to suggestions for attainable goals and improvements that can be done within the proposed financial proposal.

36. What is the volume of minor enhancements (less than 40hrs effort per enhancement) handled in a month or year?

We only had one ticket of minor enhancement handled in the past 12 months. The rest of the tickets were L1, L2, and L3. We expect more to come in the next year involving CDN implementation, testing framework, etc.

37. What is the spend for the above volume of tickets and minor enhancements?

We do not have this information on-hand.

38. What is the volume of a 6-12 month extraction of ticket data?

For a 12-month extraction of ticket and email data, we have estimated that between 80-90 tickets are composed of L2 and L3 levels. These L2 and L3 tickets include our planned maintenance needed to the environments. We estimate that between 30-40 tickets are L1 level.

39. Which tools are currently being used to manage services for areas such as incident management, change management, release management?

Please see Appendix C which can be given upon submission of UNDP NDA (attached in the RFP) for tools used for incident management, change management, and release management.

40. Is there a preference for a fixed-price pricing model over a 3 year term?

Please refer to the Financial Proposal form to see the specification for the pricing model over a 3-year term with a possible extension of 2-years after that.

41. How many tickets are being managed every day/month on average?

We estimate that between 9-11 tickets are being created and closed every month on average.

42. Page 41 in the RFP refers to Appendix A and B, however we could not find them in the RFP packet. Could you please share those Appendix documents?

The Appendix A and B document is provided to vendors who sign a NDA with UNDP. Appendix C will be appended to the document and that will also be provided to vendors who sign a NDA with UNDP as well. These appendices can be given upon submission of UNDP NDA (attached in the RFP).

43. What are the current pain points that this new Managed Services model is expected to address?

The Managed Services model will address the issue of working with one vendor who is responsible for managing all layers of the technology stack (network, hardware, operating system, application support) and it excludes the application development and help desk

support layers . Application development and help desk support will still be addressed in-house by UNDP.

44. Which languages, other than English, is the Application Support & Maintenance (ASM) team expected to be proficient in?

The Application Support & Maintenance team needs to be proficient only in the English language.

45. How is the knowledge management associated with existing platforms, technology stack and applications being currently handled? Which artifacts are available as ready references for each?

We use a JIRA tickets repository and a system runbook compiled in Excel and Word that can be used for ready reference.

46. What are the performance and monitoring tools currently being used?

We use New Relic, Cacti, and Nagios monitoring tool. We are open to other performance and monitoring tools.

47. Are there any data masking or regulatory requirements for any of the geographies?

As a UN entity, we are not subject to any national government regulatory or compliance regime.

48. Are all sites serviced by one centralized Remedy ticketing environment? Is the vendor supposed to manage this or set up a new instance?

Our current ticketing system is in Atlassian JIRA and it supposed to be either migrated to the new hosting platform managed by the vendor or replaced by another platform provided by vendor.

49. Which ASM metrics are currently being tracked?

We are currently not tracking any Application Support & Maintenance (ASM) team metrics.

50. Is there a need for re-badging/ retaining any of the existing support personnel from Other Service Providers or UNDP?

No, we are looking for one-stop-shop type of vendor to cover everything related to the UNDP AEM system hosting, administration and maintenance.

51. Do the current functional test cases provide an acceptable level of test coverage? Please confirm if we the vendor needs to update the test cases and if so, what level of effort would be involved.

We do not have anything in place right now but would like to collaborate with the vendor on establishing an automated testing framework. We would like to establish an automated testing framework so that our 1 in-house QA engineer can take part and work with your staff to create these automated tests.

52. Please quantify the size of regression test cases in terms of number of test cases and classify as High, Medium, Low complexity.

We do not have anything in place right now to quantify the size of regression test cases and classify them in terms of complexity. We would like to collaborate with the vendor on establishing an automated testing framework and develop this classification. We would like to establish an automated testing framework so that our 1 in-house QA engineer can take part and work with your staff to create these automated tests and classify them as appropriate.

53. What is the typical level of effort required to run full regression test cases /cycle in Person days?

We do not have anything in place right now to quantify the man-days. We would like to collaborate with the vendor on establishing an automated testing framework and establishing this metric. We would like to establish an automated testing framework so that our 1 in-house QA engineer can take part and work with your staff to determine the level of effort to run these full regression test cases / cycles.

54. What are the expected number of test cycles per quarter?

We do not have anything in place right now to calculate the number of expected number of test cycles per quarter. Based on the financial proposal, we would like to collaborate with the vendor and establish an automated testing framework that can be used to run X number of test cycles per quarter.

55. Do you expect the vendor to setup their own environment or are they expected to access your test environment over VPN?

The vendor is required to setup their own test environment. The staging environment can be used for those purposes and then after the testing is done, it can be restored with fresh content from production.

56. What are the current number of Performance Test efforts in person hours per cycle?

The answer to applies to questions #56-66:

We currently do not do any performance and unit testing and we do not have anything in place for an automated testing framework to conduct these tests. We are looking to work with a vendor to scope, create, and implement basic performance and unit tests that can be done automatically in conjunction with our development cycles within the proposed financial

proposal. After that we expect QA to be part of the overall managed services engagement and expect the vendor to manage the entire testing cycle process (which would include bringing in test data from production). We are open to suggestions for any tools and software used to create the test suite. We do not have any performance testing licenses for the Adobe AEM environment. The cost for licenses (open-source or COTS) needs to be listed as a line item and included in the financial proposal.

57. What are the average number of Performance Test cycles executed per quarter?

See our answer to question #56 above.

58. Are the current Performance Test scripts in need of significant updates or can we assume that the current steps are good enough and only require minor maintenance?

See our answer to question #56 above.

59. What are the major challenges in the way currently performance tests are executed?

See our answer to question #56 above.

60. What is the current Performance test tool being used at UNDP. Can we assume that you will share your licenses with us or will we have to procure? Are you open to considering any other suitable tool(s)?

See our answer to question #56 above.

61. What is the current status of Performance Testing in terms of quality, environment, hardware, software, or load balancer?

See our answer to question #56 above.

62. Is Performance Testing expected to be executed in Test or Pre production environment? We assume Performance Testing need not be executed on the Production environment. Please confirm.

See our answer to question #56 above.

63. Will you be providing the vendor with Mass Test data in terms of both volume and quality?

See our answer to question #56 above.

64. Could the vendor suggest an automation tool or is there an existing solution already in use at UNDP that is preferred? If there is a preferred tool in use, it is assumed that UNDP will provide the vendor licenses to use. Also, please provide data on your current test automation.

See our answer to question #56 above.

65. How do you envision QA being involved in this engagement? Should QA to be part of the Overall Managed Services engagement where development and Maintenance are also happening, or are you looking for QA to scope and function as an independent QA Managed Service?

See our answer to question #56 above.

66. Assuming you would like to QA function as an independent Managed Service, could you please define the scope and supporting details

See our answer to question #56 above.

67. I was reviewing your diagram yesterday and it looks like there are 4 total production instances (2 Author and 2 Publish)

Just to be sure, can you confirm this is the case? Our pricing is based on a per instance basis so we want to make sure we're right.

Our current production environment consists of the 4 instances: Authors and Publishers clustered to provide high availability. However, we are looking forward to getting vendor's proposal how to improve current architecture in order to achieve availability, stability and performance goals stipulated in TORs. Please see updated Appendix A+B+C for more details which can be available upon submission of UNDP NDA attached in the RFP.

68. There are mentions of upgrading to 6.0 of AEM. It's my understanding that an upgrade is NOT in scope for this proposal. Can you confirm my interpretation of this as well?

The upgrade to AEM 6 is out of scope for this RFP, however, we require vendor to confirm its ability/capacity to handle the migration process in the future.

69. UNDP mention (RFP Page 27 line 1) upgrade to AEM 6. UNDP already have a AEM 5.6.1 infrastructure. We need to know what that infrastructure is. Most likely it is available through Appendix A and B. Could we get a copy of that? Also mentioned on Page 30. Current Environment context available upon signing of NDA. Any additional current traffic details would be appreciated as well.

The answers you ask for are confidential. Please submit our NDA as attached in the tender doc in an email to our procurement office. We will then give you an Appendix A+B+C document that will answer these questions about the AEM infrastructure and current traffic details.

70. Page 33. Regression tests Are these the automated tests that run while building and deploying the code through Continuous integration tool? Are these tests provided by the dev team?

We currently do not do any performance and unit testing and we do not have anything in place for an automated testing framework to conduct these tests. We are looking to work with a vendor to scope, create, and implement basic performance and unit tests that can be done automatically in conjunction with our development cycles within the proposed financial proposal. Please see our answers to questions 51-66 from Vendor A for more details about our performance and unit testing requirements.

71. Page 40. Does UNDP have a (any) support contract with Adobe?

We currently have a support contract with Adobe. As part of the qualifying vendor criteria, we expect the new vendor to have a support contract with Adobe.

72. Page 41. Are you proposing a single DAM that is to be used for development as well as for production (Reduce DAM Asset data by 95%)

We have our DAM assets as part of the Authoring instance. There is not a separate AEM instance used to store our DAM assets. The Development Environment is not intended to be synchronized with Production or Staging Environments. It's been only used for smoke tests and only needs to be populated with representative sample of the content during initial setup and will not require getting a constant update from the most current Production Environment. To cut down on hosting costs for the Development environment, we want to reduce the DAM Asset data by 95%. We understand there will be broken links in the content to these DAM assets.

73. Page 42 Integration with UNDP (Tier 1 and Tier2) Help Desk System (iHelp) - Is it only limited to collaborating with (or notifying) them or scheduled and unscheduled maintenance and system down times? And not with the details of the tickets? Is their a desire to use the same system for managing AEM related tickets as well or is it desired that they be different?

Our UNDP Help Desk System (iHelp) does not use a formal ticketing system for our AEM system. Notifications are done via emails sent from a managed email account to our users regarding any downtime or issues with the system. We would like to have the vendor to collaborate and notify the iHelp email account on scheduled and unscheduled maintenance and system down times and when the system is fully available to our users. There is no need to send them details of any tickets to this email account.

We would like our iHelp system and help desk staff to submit tickets related to any outages to our environments that the vendor needs to respond to and resolve as quickly as possible. The vendor would then respond to the iHelp system and let them know that the issue has been resolved and the environment is fully operational.

74. In addition to the following UNDP resources as mentioned on Page 41

- 1 dev

- 1 QA
- 1 infra
- 1 app dev

Do we have an overseeing UNDP PM?

There is no overseeing UNDP project manager for the migration. The vendor is expected to manage the migration project from kick-off to cutover. UNDP will perform user-acceptance testing on the new environment and will sign-off and give the go-ahead for cutover to the new environment.

75. Any additional current traffic (Transactions per second, concurrent users, load on servers) details would be appreciated

Please see the Appendix A+B+C for more these details. This document is given after a signed NDA is made.

76. How many servers do they have today in how many locations globally to run this system.

All of servers are located in one location in California. However, we are looking forward to getting vendor's proposal how to improve current architecture in order to achieve availability, stability and performance goals stipulated in TORs. Please see updated Appendix A+B+C for more details which can be available upon submission of UNDP NDA attached in the RFP.

77. Are there any regulatory requirements that would restrict data centers from being based in the US only?

No

78. Are there any regulations as to where content can be stored in the world?

No. However, if the data is hosted in a location with security concerns, then our decision would be based on a risk assessment of that location.

79. How many AEM publish & author servers do you have in place today? How many content authors need to access the system concurrently?

Our current production environment consists of the 4 instances: Authors and Publishers clustered to provide high availability. Please see updated Appendix A+B+C for more details on the number of content authors needed to access the system concurrently and other performance metrics which can be available upon submission of UNDP NDA attached in the RFP.

80. If we figure out a performance issue with the website code or a slow running query. Is it the dev team that will make updates to remedy it?

We have a development team will be able to make a patch to remedy the performance issue.

81. Page 33 – Regression tests – Are these the automated tests that run while building and deploying the code through Continuous integration tool? Are these tests provided by the dev team?

We currently do not do any performance and unit testing and we do not have anything in place for an automated testing framework to conduct these tests. We are looking to work with a vendor to scope, create, and implement basic performance and unit tests that can be done automatically in conjunction with our development cycles within the proposed financial proposal.

82. What other systems outside of the current Adobe hosted environment need to be connected. In other words what systems located in other data centers does Adobe need to be integrated with?

The new hosted AEM system will need to integrate and connect to our infrastructure services located at our datacenters in Geneva, Switzerland and in Virginia and New Jersey. Our infrastructure team will work with the selected vendor to integrate these services with the new hosted AEM system. Please see the Appendix A+B+C for more these details. This document is given after a signed NDA is made.

83. Can we get some additional statistics on the 144 websites currently running on Adobe? Pages per site, Visitors/Hits per site, content volume (articles, images, videos, documents), storage size for files and databases, is there log-in protected content, is there personalized content?

Please see the Appendix A+B+C for more these details. This document is given after a signed NDA is made.

84. How many users are using the Adobe system as authors, editors, approvers, administrators, power users, etc.?

Contributors: ~150

Power users (web editors/moderators): 10

Administrators: 5

85. What application and web servers are used to run the published websites? What is the technology stack in use?

We only use Adobe AEM Publish and Dispatcher instances for our published sites. Please see the Appendix A+B+C for more these details regarding the technology stack. This document is given after a signed NDA is made.

86. Will UNDP consider the past performance of any sub contractor(s) as part of the past performance criteria listed in the RFP?

Yes.

87. Is the vendor expected to use the help desk / ticket management tool/system that UNDP is using? If so, which Help desk/ticket management tool is UNDP using? If not, is there any preference for a particular help desk / ticket management tool/system that the vendor needs to bring on-board?

Currently we are using Atlassian JIRA to track and maintain development info and expect vendor to use it. However, we are open to discuss any help desk / ticket management tool / system that the vendor wishes to bring on-board to manage the AEM Managed Services tickets. In that case, we ask that the vendor host and archive our historical JIRA ticket data.

88. **NOTE:** Please be informed that the closing date is extended until 10 November 2014 @5.00 PM.